

Updated: 30th March 2008: Changes in bold italics

Model: Model J-C2		Date: 5-Oct-05	No.: RB178000i
Subject: Troubleshooting		Prepared by: H. Taguchi	
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	<input type="checkbox"/> Product Safety	<input type="checkbox"/> Other ()	

This bulletin is a troubleshooting guide for symptoms that have occurred in the past, all with known solutions. For most items below, there are related MBs and RTBs containing modification details and adjustment procedures.

Note: This RTB is numbered "000" since the information contained in it has already been announced.

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12. Fax 17

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1. Paper Feed Errors

Subject	Symptom	RTB #	Cause	Solution	Note
Bypass tray	The paper cannot be fed when the paper side fence is moved during printing.	B178 001a	Engine firmware	Install the latest engine firmware.	Ver. 1.14 or later
<i>Bypass tray</i>	<i>Paper jam</i>	<i>B178 045</i>	<i>Size not detected correctly due to a bent plate or a damaged wire</i>	<i>See the RTB for the countermeasure procedure</i>	
Fusing unit	Jams and damage to paper when the customer uses paper that was already printed on one side.	B178 021a	The J-C2 uses a different type of toner, so the fusing unit characteristics are different. This causes problems with toner from other models.	Tell the customers not to use paper that was already printed on one side by another copier. (Paper that was output from a J-C2 should be OK.)	
Inverter unit	Jam or dog-ear at the lower exit area	B178 035	The paper becomes curled	Attach the guide mylars	See the RTB for details.
Inverter unit	Jams often occur	B178 041	Junction gate mylar is bent	Replace all damaged junction gate mylars	
LCT	When the paper stack is moved from left to right in the LCT, the first sheet of the stack jams or there is noise and the paper is not fed.	B178 038	The distance between the side fences is too narrow. The paper is wider than specification or has burrs on its edge.	Replace the front side fence and rear side fence with B6002645 and B6002655.	

2. Copy Process

Subject	Symptom	RTB #	Cause	Solution	Note
TD sensor not initialized	Not executed even if the toner cartridge is set correctly when SP 2223 3 is set to 1.	B178 001a	Engine firmware	Install the latest engine firmware.	Ver. 1.15 or later
Insufficient toner transfer	Occurs at the edge of the paper when the transfer bias is set to less than 2microAmps	B178 001a	Engine firmware	Install the latest engine firmware.	Ver. 1.16 or later
Add Paper displayed, but there is paper	Displayed for Tray 1 or 2 when the machine warms up to the Ready condition, even when there is paper inside Tray 1 or Tray 2.	B178 023	When the tray is pushed in, the rear side of the tray does not push the pick-up lever. As a result, the machine cannot detect the paper in the tray.	Attach a seal to the rear side of the tray, which will ensure that the pick-up lever is pushed and the machine detects the paper.	

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Subject	Symptom	RTB #	Cause	Solution	Note
Pale outputs	The toner concentration decreases when 300k-500k continuous prints are made from the bypass tray.	B178 001b	Engine firmware	Install the latest engine firmware.	Ver. 1.18 or later

3. Connectivity

Subject	Symptom	RTB #	Cause	Solution	Note
Scan Router	Multiple page documents scanned with the single-page PDF setting will be sent to the ScanRouter server as multiple TIFF files.	B178 009a	Scanner firmware	Install the latest Scanner firmware	Ver. 1.08 or later
Scan Router	The PDF counter is incremented instead of the TIFF (Multi/single) counter when scanned data is sent to a ScanRouter Server.	B178 009a	Scanner firmware	Install the latest Scanner firmware	Ver. 1.08 or later
NRS	SC195 not reported	B178 010b	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
NRS	SC code occurrence numbers not reported	B178 010b	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
Web Image Monitor	Cannot be used if a CSV file of the Journal is downloaded after a network reboot (NCS reboot) is performed.	B178 003a	Fax firmware	Install the latest Fax firmware	Ver. 03.00.00 or later
Web Image Monitor	If we specify the location of the Cover Sheet Tray or Slip Sheet tray via WIM, the changes are not reflected in the Tray Icons on the operation panel.	B178 006a	Websys firmware	Install the latest Websys firmware	Ver. 1.15 or later
Web Image Monitor	The Finisher Booklet Tray is not displayed in the Output Tray list in WIM.	B178 006a	Websys firmware	Install the latest Websys firmware	Ver. 1.15 or later
Web Image Monitor	No ROM update function in WIM	B178 006b	Websys firmware	Install the latest Websys firmware	Ver. 1.16 or later
Web Image Monitor	Incorrect wording (German, Czech)	B178 006b	Websys firmware	For version 1.16, also install NIB firmware	
Web Image Monitor	LDAP settings made with WIM are not effected (the settings work OK if input from the operation[panel])	B178 006b	Websys firmware	Ver 4.17 or later and System firmware Ver 1.28 or later.	
Web Image Monitor	Remote firmware update option does not appear	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
Web Image Monitor	Thumbnails are blurred when the File Format Converter was used	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Web Image Monitor	Fax documents stored in the document server are slightly cut-off when viewed or downloaded as PDF	B178 004d	Netfile firmware	Install the latest firmware	Ver 2.00 or later
Smart Device Monitor	If 2-byte characters are input for Name/Key Display using the SDM Address Management Tool, these will be displayed on the machine's operation panel as the ASCII representations of the single byte values.	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later
Smart Device Monitor	The Folder authentication setting in the address book cannot be changed to 'Do not specify' using the SDM Address Management Tool. It is possible to select 'Do not Specify'. However, the selection will not be applied to the machine.	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later
Smart Device Monitor	if multiple PCs are accessing the machine at the same time, cannot configure the machine using SDM for Admin's "User Management Tool".	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later
Smart Device Monitor	Address book not updated properly	RTB 027	DESS firmware	Install new DESS firmware	Ver 3.09 or later
Smart Device Monitor	Cannot connect to the machine if SSL is disabled.	B782 004	VM card type B firmware	Install version 1.42 or later.	
eCabinet	If the 'Capture Server IP address' is changed manually to use the eCabinet server as a capture server, the device must be rebooted before it can access the new IP address.	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 0.39 or later
DeskTop Binder	if multiple PCs are accessing the machine at the same time, cannot use DeskTopBinder to send scanned files from the Document Server to a server such as ScanRouter.	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later

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Desk Top Binder	Thumbnails are blurred when the File Format Converter was used	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
DeskTop Binder	Cannot print job with a Start Page number of more than 1000	RTB 004c	Netfile firmware	Install new Netfile firmware	Ver 1.02 or later
Document server	Fax Document Server files are not sent to the delivery server, even when the fax transfer setting in ScanRouter is ON.	B178 010c	System firmware	Install the latest System firmware	Ver. 1.27 or later
Document server	Garbled file names	RTB 004b	Netfile firmware	Install new Netfile firmware	Ver 1.01 or later
Scan to Folder/Scan to e-mail	Scan to Folder and Scan to E-mail functions are grayed out.	B178 009b	Scanner firmware	Install the latest scanner firmware	Ver. 1.09 or later
RCGate	Poor communication with RCGate	RTB 027a	DESS firmware	Install new DESS firmware	Ver 3.09.2 or later
RCGate	Poor communication with RCGate	B178 010d	System firmware	Install the latest system firmware	Ver 1.29 or later
RCGate	Counter data not sent to RCGate center	B178 010e	System firmware	Install the latest system firmware	Ver 1.30 or later
Desk Top Editor for Production	Cannot print job with a Start Page number of more than 1000	RTB 004c	Netfile firmware	Install new Netfile firmware	Ver 1.02 or later
Desk Top Editor for Production	Thumbnails are blurred when the File Format Converter was used	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
Scan to FTP	Incorrect character used as directory separator, instead of '/'	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
404 error	When accessing the document server in WIM via a single sign-on server	B178 003c	Fax firmware	Install the latest firmware	Ver 06.00.00 or later
		B178 004d	Netfile firmware	Install the latest firmware	Ver 1.02.1 or later
		B178 006d	Websys firmware	Install the latest firmware	Ver 1.16.1 or later
		B178 008e	Printer firmware	Install the latest firmware	Ver 1.27 or later
		B178 010h	System firmware	Install the latest firmware	Ver 1.33 or later
		B178 011a	WebDocBox firmware	Install the latest firmware	Ver 1.07 or later
Firmware update	RFU cannot be done if the firmware file is large.	B782 004	VM card type B firmware	Install version 1.41 or later.	

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4. Printing

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot print	Sometimes after a power cycle, the machine cannot accept jobs from standard TCP/IP or SDM ports.	B178 005a	NIB firmware	Install the latest NIB firmware	Ver 4.13.2 or later
Printer stalls	If a duplex job is sent using the RPCS driver and cancelled	B178 008a	Printer firmware	Install the latest Printer firmware	Ver 1.21 or later
Printer stalls	PCL XL job with an image	B178 008c	Printer firmware	Install the latest Printer firmware	Ver 1.25 or later
Printer stalls	A large number of duplex jobs were sent	B178 008c	Printer firmware	Install the latest Printer firmware	Ver 1.25 or later
Printer stalls	IBS with USB, Centronics, or Bluetooth	B178 008c	Printer firmware	Install the latest Printer firmware	Ver 1.25 or later
Printer stalls	When it receives an RPCS job after another RPCS job was canceled by an authentication error.	B178 008d	Printer firmware	Install the latest Printer firmware	Ver 1.26 or later
Printer stalls	Making a lot of prints	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
Print job cancelled	PDF Direct Print jobs sent via DeskTopBinder in driverless mode, will be cancelled if user code authentication is enabled.	B178 008a	Printer firmware	Install the latest Printer firmware	Ver 1.22 or later
Slow printing	When PCL data is printed using fonts on the HDD	B178 008a	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Cannot print to an SDM port	if multiple PCs are accessing the machine at the same time.	B178 004a	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later
Cannot print some characters	Cannot print Thai/Latin characters using the PS driver.	B178 013b	PostScript firmware	Install new PostScript firmware	Ver 1.02 or later
Some types of job will not work	Locked Print, Sample Print, Document Server and User Code	033	Both model A-C3e/f and J-C2 drivers use plugin modules of the same name.	Please use the fixed version (v1.3.0 or later) of the model J-C2 PS driver.	
SMB printing	Sometimes not available	B178 005d	NIB firmware	Install new NIB firmware	Ver 4.17.1 or later
PDF	PDF files printed using Adobe Acrobat and the RPCS driver are missing characters or portions of characters.	B178 008e	Printer firmware	Install new firmware	Ver 1.28 or later

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5. Operation Panel

Subject	Symptom	RTB #	Cause	Solution	Note
Nothing on the LCD	The scanner DC harness disconnected from the SIO board.	B178 016	Vibration or shock during shipping.	Reconnect the harness.	
Start button LED does not turn on	The scanner DC harness disconnected from the SIO board.	B178 016	Vibration or shock during shipping.	Reconnect the harness.	
Display error	The key counter is not in the key counter holder when the main power is turned on.	B178 010e	System firmware	Install version 1.30 or later.	
Operation panel stalls	If the operation panel is switched from Copier to Document Server while the Document server is storing a Print job.	B178 010e	System firmware	Install version 1.30 or later.	
Incorrect display language	The first line of the LCD is displayed in Korean, instead of English.	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Incorrect display language	European display languages cannot be used	B782 004	VM card type B firmware	Install version 1.42 or later.	

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6. Security

Subject	Symptom	RTB #	Cause	Solution	Note
Windows Authentication	Available functions cannot be restricted to groups using a domain controller in a different subnet.	B178 005a	NIB firmware	Install the latest NIB firmware	Ver 4.13.2 or later
Windows Authentication	Users cannot log in via Windows Authentication using a domain controller in a different subnet unless WINS is enabled	B178 010d	System firmware	Install the latest system firmware. Other firmware must also be updated at the same time – see the RTB for details.	Ver 1.28 or later
Permit Simple Encryption	The machine cannot be accessed using SSL by utilities such as SDM for Admin after "Permit Simple Encryption" in Extended Security is disabled.	RTB 004a	Netfile firmware	Install new Netfile firmware	Ver 1.00 or later
User name and password remain on screen	Occurs when someone opens the login screen by pressing the User Tools button, if username and password are left in the field without logging in.	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
Address book not encrypted	Data in a backup is not encrypted	B178 010e	System firmware	Install version 1.30 or later.	
DOS unit does not operate correctly	It works with a different erase mode than the one that was selected.	B178 010e	System firmware	Install the latest system firmware	Ver 1.30 or later
Cannot authenticate a valid user	If the 'Authentication: High Security' setting is used, the machine cannot authenticate a valid user on an LDAP server.	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
SSL/TLS rollback vulnerability		B178 027b	DESS firmware	Install the latest firmware	Ver 4.00 or later
LDAP Authentication	LDAP settings made with WIM are not effected (the settings work OK if input from the operation[panel])	B178 006b	Websys firmware	For version 1.16, also install NIB firmware Ver 4.17 or later and System firmware Ver 1.28 or later.	
Cannot login	Windows Vista via SMB	B178 005d	NIB firmware	Install new NIB firmware	Ver 4.18 or later

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7. Error Codes

Subject	Symptom	RTB #	Cause	Solution	Note
Jam 22	Occurs at incorrect times	B178 001a	Engine firmware bug that occurs under the following conditions: J-C2a, LT (SEF), Tray 3, ACS, 10 originals	Install the latest engine firmware.	Ver. 1.14 or later
SC230	Combine, Coversheet and Page Numbering functions used together.	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
SC393	Immediately after installation or dev. unit replacement	B178 018	1. Defective electrical connection for the TD sensor 2. TD sensor not installed correctly	1. Take out the dev unit and put it back in. If that does not work, replace the dev unit. 2. Press the TD sensor firmly against the frame of the development unit.	
SC503	Stack does not move smoothly from left to right in the LCT	B600 MB #1		The shape of the end fence is changed. New P/N: B6002707	
SC670	When RCGate is installed	B178 010e	System firmware	Install the latest system firmware	Ver 1.30 or later
SC672	If multiple PCs access the Document Server using Web Image Monitor to download PDF files	B178 004a	Netfile firmware	Install the latest firmware	Ver 1.00 or later
SC672	When the main switch is turned ON if SC Auto Reboot Mode (SP5875-001) is already enabled.	B178 010f	System firmware	Install the latest system firmware	Ver 1.31 or later
SC687	Copies made with Magazine mode are removed from an output tray after that tray becomes full.	B178 010f	System firmware	Install the latest system firmware	Ver 1.31 or later
SC819	If the power is turned OFF and ON during a remote firmware update	B178 010h	System firmware	Install the latest firmware	Ver 1.34 or later
SC991	If the device receives more than 300 login attempts without cycling the power, SC991 appears on the operation panel and users cannot login.	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
SC992	During 2-tray finisher installation	B178 024	Damage during transportation: the tray 2 shift motor does not work.	Replace the shift motor bracket shaft (A697 3210) and the tray 2 shift motor.	
'Reset the Development unit'	Appears immediately after installation or dev. unit replacement	B178 018	1. Defective electrical connection for the TD sensor 2. TD sensor not installed correctly	1. Take out the dev unit and put it back in. If that does not work, replace the dev unit. 2. Press the TD sensor firmly against the frame of the development unit.	
White level correction error	Occurs during auto gain control, just after the main switch is turned ON.	007b	IPU firmware	Install the latest IPU firmware.	Ver. 1.14:04 or later
'Communication error'	Displayed when a machine with 'at remote' is turned on.	010d	System firmware	Install the latest System firmware.	Ver. 1.29 or later
Error code for remote firmware update remains	Error code for remote firmware update remains after successful update	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later

8. Optional Units

Subject	Symptom	RTB #	Cause	Solution	Note
Booklet finisher: Edges of folded sheets not parallel	Grounding plate bent at installation	B178 017	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	
Booklet finisher: Loud noise	Grounding plate bent at installation	B178 017	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	

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9. Scanning

Subject	Symptom	RTB #	Cause	Solution	Note
Compression error	The grayscale 'Compression' setting in the Scanner System is wrong. - Low compression produces low-quality images with high compression. - High compression produces high-quality images with low compression.	B178 009a	Scanner firmware	Install the latest scanner firmware	Ver. 1.08 or later
Not all pages scanned	Only the first page is scanned Conditions: Simplex, Mixed-sized Originals (A4T and A3), Frame Deletion, Stamp	B178 007a	IPU firmware	Install the latest IPU firmware	Ver. 1.13:04 or later
Incorrect TWAIN error message	"Insufficient memory" displayed, but this is not the correct error	B178 004c	Netfile firmware	Install the latest firmware	Ver 1.02 or later
Scanner freezes	If an LDAP search reference recursively spans 3 or more servers	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
PDF	Size of PDF created by the scanner does not match the size selected in the operation panel.	B178 004d	Netfile firmware	Install the latest firmware	Ver 2.00 or later
		B178 010h	System firmware	Install the latest firmware	Ver 1.35 or later

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10. Image Problems

Subject	Symptom	RTB #	Cause	Solution	Note
Abnormal image		B178 007a	IPU firmware	Install the latest IPU firmware	Ver. 1.10.1:04 or later
Abnormal image	See the RTB for the conditions when this occurs	B178 010h	System firmware	Install the latest firmware	Ver 1.33 or later
Abnormal image		MB B178 011	Incorrect type of hard disk installed.	Install the correct hard disk	
White lines	If the original is scanned in ADF mode at 151% and A4 to A3 size reduction.	B178 007a	IPU firmware	Install the latest IPU firmware	Ver. 1.13:04 or later
Colors not reproduced correctly	The colors of images that use a 2bit or 4bit Indexed Color Space cannot be properly reproduced.	B178 013a	PS3 firmware	Install the latest PS3 firmware	Ver. 1.01 or later
Poor fusing	Toner not fused properly	029	Medium-thick paper was used, but the 'normal' setting was used.	The user must use the correct setting	
Poor fusing	Cold offset	030	Wrong paper type setting	The user must use the correct setting	
White dots	Appear in solid image areas with paper that has a rough surface.	031	Toner cannot transfer evenly to the rough surface	Change various machine settings. See the RTB for full details.	
Vertical black lines		020a	Paper dust or silica particles on the charge roller	Install a new type of PCU with a modified cleaning roller and lubricant bar (P/N B1809511).	MB B178 002
Poor image files	TIFF files not displayed properly with Win XP viewer	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
Color registration error	The error is more than 1.4 mm	B178 037	Too big for the automatic line position adjustment to correct	Correct the error with SPs (see the RTB for details)	
Margin Adjustment does not work	Margin Adjustment does not work with Background Numbering when a stored document is printed.	B178 010f	System firmware	Install the latest system firmware	Ver 1.31 or later
Top part of image printed at the bottom	When using Erase Margin Adjustment	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later

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Faint diagonal lines		B178 039	Developer gets low due to a clutch malfunction	Replace the development clutch for the color that has the problem	

11.Noise

Subject	Symptom	RTB #	Cause	Solution	Note
Booklet finisher: Loud noise	Grounding plate bent at installation	B178 017	Error by the technician when removing the packing tape.	Repair or replace the grounding plate. Instruct technicians how to install correctly.	
LCT	When the paper stack is moved from left to right in the LCT, the first sheet of the stack jams or there is noise and the paper is not fed.	B178 038	The distance between the side fences is too narrow. The paper is wider than specification or has burrs on its edge.	Replace the front side fence and rear side fence with B6002645 and B6002655.	
Noise from fusing unit	Loud clicking noise	B178 019	The space between the pressure roller and the gear for the pressure roller causes the sound.	Attach a spacer, as shown in the RTB.	

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12. Fax

Subject	Symptom	RTB #	Cause	Solution	Note
Cannot receive through a PBX		B178 022	The ring signal from the PBX is not compatible with the machine's default settings	Change the default settings, as shown in the RTB.	
Communication interrupted	If the machine mode is changed and IP-FAX Switch 03/bit 4 is ON.	B178 003a	Fax firmware	Install new Fax firmware	Ver 02.00.00 or later
Transmission result notification by e-mail	Does not work	B178 003a	Fax firmware	Install new Fax firmware	Ver 02.00.00 or later
IP-FAX	Does not work if SIP/UDP communication is done repeatedly (memory shortage).	B178 003a	Fax firmware	Install new Fax firmware	Ver 02.00.00 or later
Batch transmission	A Batch Transmission job made up of 500 files stops, and cannot be sent manually.	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Fax time displayed incorrectly	12-hour clock is used (Korean)	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Reports	The time and date for received faxes are not printed out in the correct order on reports (Chinese, Taiwanese, Korean).	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Reports	The minute and second are not printed out correctly on reports (Chinese, Taiwanese, Korean).	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Ringing signal	Not detected	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Key counter error	Increments during fax printout	B178 010d	System firmware	Install the latest system firmware	Ver 1.29 or later
Forwarding	Does not work; Receive File indicator stays on	B178 003c	Fax firmware	Install new Fax firmware	Ver 05.00.00 or later

Updated: 30th March 2008: Changes in bold italics

Model: Model J-C2

Date: 5-Oct-05

No.: RB178000i

Subject	Symptom	RTB #	Cause	Solution	Note
Fax not printed	Faxes received with Substitute Reception are not printed if there is no paper in the bypass tray	B178 012d	FCU firmware	Install the latest FCU firmware	Ver 07.00.00 or later
Cannot send a fax	When the machine receives an ANSam/CED signal that is 210ms or shorter	B178 012d	FCU firmware	Install the latest FCU firmware	Ver 07.00.00 or later

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13.Others

Subject	Symptom	RTB #	Cause	Solution	Note
'Please wait'	Continue to show in the ready condition when the machine resumes printing after recovering from energy saver mode.	B178 001a	Engine firmware	Install the latest engine firmware.	Ver. 1.14 or later
Machine freezes	If Russian, Polish or Hungarian is the operation panel display language, the machine will stall if the paper size or type are mismatched.	B178 008a	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Machine freezes	After a set number of PCL jobs are printed with HDD fonts.	B178 008a	Printer firmware	Install the latest Printer firmware	Ver 1.23 or later
Machine freezes	After 20,000 IP-FAX communications.	B178 003a	Fax firmware	Install new Fax firmware	Ver 02.00.00 or later
Machine freezes	When the IP-FAX port setting is programmed in SP3107-001-007.	B178 003a	Fax firmware	Install new Fax firmware	Ver 03.00.00 or later
Machine freezes	After a large number of documents (more than 80K) are printed in color	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
Machine freezes	The automatic logout confirmation might be displayed 2 times after the Exit button is pressed in System Settings. If this happens, the device will stall at the next login attempt.	B178 010f	System firmware	Install the latest system firmware	Ver 1.31 or later
Machine freezes	The operation panel keyboard was used while one of the following were done: - Access the Address Book from WIM or SDM for Admin. - Print a document using User Authentication.	B178 010f	System firmware	Install the latest system firmware	Ver 1.31 or later
Machine freezes	if a user attempts LDAP, Windows or Integration Server Authentication and cancels it from the operation panel before login is completed.	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
Machine freezes	If an LDAP search reference recursively spans 3 or more servers	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Machine freezes	If a hardware key is pressed repeatedly while the machine browser is connected via SSL to a ScanRouter server that is running IIS.	B178 027b	DESS firmware	Install the latest DESS firmware. Install the latest browser firmware.	DESS: Ver 4.00 or later Browser: Ver 1.11 or later
Machine freezes	When attempting to configure an IPP Authentication password of 8 two-byte numeric digits	B178 006b	Websys firmware	Install the latest Websys firmware	Ver 1.17 or later
Machine freezes	Machines with the File Format Converter installed stall when a lot of Scan to Folder jobs are done	B178 010h	System firmware	Install the latest firmware	Ver 1.33 or later
Machine freezes		MB B178 011	Incorrect type of hard disk installed.	Install the correct hard disk	
Machine cannot boot	Cannot boot with the SDK application	B178 010b	System firmware	Install the latest System firmware	Ver. 1.25.1 or later
SMC report	The FCU version is not shown on SMC reports and SP7801-255	B178 010b	System firmware	Install the latest System firmware	Ver. 1.26 or later
Machine is too slow	Print/copy/scan are slower after the HDD data protection unit is installed.	B178 010b	System firmware	Install the latest System firmware	Ver. 1.26 or later
Machine is too slow	If the user clicks the 'Reception' menu under 'FAX History' and then immediately clicks the 'Document Server' menu, this menu takes a long time to appear. This also happens in reverse.	B178 004a	Netfile firmware	Install the latest Netfile firmware	Ver. 1.00 or later
Machine is too slow	First print for OHP is too slow	B178 026		Change SP1-105-024	Firmware will be modified
Incorrect wording	Spanish (email)	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Incorrect wording	Dutch	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 04.00.00 or later
Incorrect wording	Europe	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Incorrect wording	Taiwan	B178 012b	FCU firmware	Install the latest FCU firmware	Ver 05.00.00 or later
Incorrect wording	Taiwan	B178 014a	LCDC firmware (Asia/Taiwan)	Install the latest LCDC firmware for Asia/Taiwan	Ver 1.11 or later
Incorrect wording	Russian	B178 012c	FCU firmware	Install the latest FCU firmware	Ver 06.00.00 or later
Incorrect wording	Korean	B178 012c	FCU firmware	Install the latest FCU firmware	Ver 06.00.00 or later
Incorrect wording	English, Spanish	B178 014c	LCDC firmware (North America)	Install the latest LCDC firmware	Ver 1.13 or later

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Subject	Symptom	RTB #	Cause	Solution	Note
Incorrect wording		B178 015a	Language firmware	Install the latest Language firmware	Ver 3.85 or later
Incorrect wording	Web Image Monitor (German, Czech)	B178 006b		Install the latest Websys firmware For version 1.16, also install NIB firmware Ver 4.17 or later and System firmware Ver 1.28 or later.	
Incorrect wording	Web Image Monitor (French, Portuguese, Danish)	B178 006b	Websys firmware	Install the latest Websys firmware	Ver 1.17 or later
Key counter	Incorrect count-up for fax prints	B178 010d	System firmware	Install the latest System firmware.	Ver. 1.29 or later
Key counter	Does not work when the "PC Control" setting for User Codes is ON.	B178 010e	System firmware	Install the latest System firmware.	Ver. 1.30 or later
Damaged fusing belt	The pick-off pawl damages the fusing belt when the operator removes jammed paper from the fusing unit.	028	The user does not turn the knob when they remove the jammed paper. As a result, the pick-off pawls are locked at the half-turned position and damage the fusing belt.	Shorten the pick-off pawl stopper (see the RTB for a procedure).	
Circuit breaker is too sensitive	The breaker trips when it is not necessary	032	The P/N 11071103 breaker is highly sensitive.	If the symptom occurs often, replace the breaker with P/N 11071073 (the breaker used on the J-C1).	
Incorrect page numbering	If a stored document in the Document Server is printed with the Magazine function	B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
No recovery from energy save mode		B178 010d	System firmware	Install the latest system firmware	Ver 1.28 or later
No recovery from energy saver mode	When accessed by a server application	B782 004	VM Card B firmware	Install version 1.43 or later.	
No recovery from energy saver mode	Machines with the Data Overwrite Security Unit installed	B178 010h	System firmware	Install the latest firmware	Ver 1.34 or later
Incorrect SDK name displayed	In the error message after a key counter is removed	B178 010g	System firmware	Install the latest system firmware	Ver 1.32 or later
Loose cover	Bypass tray lower cover	B178 040	A shaft is bent	Add a stopper to make the shaft more durable.	
Burrs on paper tray side fence	Top edge of the side fence	B178 042		Attach protective tape P/N B1809910	See the RTB for the procedure

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Subject	Symptom	RTB #	Cause	Solution	Note
Damaged platen cover	A small area on the lower front edge of the platen cover sheet is damaged.	B178044	The sheet is gradually worn down because the user always touches it when opening/closing the cover.	Temporary: Cover the damaged part with tape, or turn the sheet around. Permanent: Install the modified platen cover sheet	Modified sheet: P/N G3291371
Memory leak	If an application is enabled/disabled	B782004	VM Card B firmware	Install version 1.43 or later.	